



Idaho Division of Vocational Rehabilitation

State Plan Attachments FFY 2015

Idaho State Plan for the Vocational Rehabilitation Services Program And Idaho State Plan Supplement for the State Supported Employment Services Program

Our Vision:

Your success at work means our work is a success.

Our Mission:

Preparing individuals with disabilities for
employment and community enrichment.

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Attachment 4.2(c) Input of the State Rehabilitation Council for FFY 2013 (10/1/12 – 9/30/13)

During FFY 2013, the State Rehabilitation Council (SRC) held quarterly meetings in the Boise area. The following information reflects those dates and locations: October 16 & 17, 2012 – Boise, Idaho; January 17, 2013 – Boise, Idaho; May 09, 2012 – Twin Falls, Idaho; July 25, 2013 – Coeur d'Alene, Idaho. In preparation of the FFY 2014 State Plan, the Idaho Division of Vocational Rehabilitation (IDVR) cosponsored and facilitated three public forums to receive public input into the plan. Forums occurred on the following dates and location: February 08, 2013, Boise; February 22, 2013, Pocatello; and February 26, 2013, Lewiston.

A. During FFY 2013 the SRC provided input and made recommendations to IDVR. The following summarizes the State Rehabilitation Council's input and recommendations; Response of IDVR; and explanation of input and recommendations.

- 1. SRC Input:** It is suggested that future IDVR and SRC annual reports include customer Satisfaction data.

IDVR Response: There was not specific customer satisfaction data provided in the 2013 Annual report. IDVR and the SRC highlighted quotes throughout the Annual report that were extracted from customer satisfaction surveys.

- 2. SRC Input:** Status of the development of a Business Liaison position to strengthen ties between employers and IDVR.

IDVR Response: As a result of other organizational priorities during FFY 2013, IDVR was unable to develop a Business Liaison/Relations position. IDVR continues to value the importance of such a relationship between the Agency and employers to strengthen ties. IDVR and the Department of Labor (DOL) continue to partner in order to enhance relationships with IDVR staff and the DOL Regional Business Specialist. Staff throughout the State works closely with their local DOL offices to build strong collaborative relationships. IDVR is committed to the implementation of a Business Relations position in FFY 2015 that will be a resource to employers statewide. Through these efforts, IDVR continues to demonstrate their commitment to the enhancement of being recognized in the statewide workforce as a resource to employers statewide.

- 3. SRC Input:** Status of the development of a comprehensive plan to increase SSI cost reimbursements to IDVR and the progress of creating a Partnership Plus model for Idaho in FFY 2013.

IDVR Response: IDVR has been successful in the development and implementation of a Partnership Plus agreement throughout the state for all interested Employment Networks (EN's). IDVR engaged all interested parties in the development of the agreement through a series of meetings beginning in August 2013 and commencing in the fall of 2013. Agreements were signed with four ENs throughout the state of Idaho. Training and resources were provided to IDVR staff in February 2014.

IDVR has the Ticket Tracker system to effectively capture funds from Supplemental Security Income (SSI) and Social Security Disability Income (SSDI) recipients who have been provided services by IDVR. In FFY 2013, the IDVR was allowed \$646,200 in Social Security reimbursement funds compared to the FFY 2012 amount of \$517,525. This reflects a 20% or \$128,675 increase from FFY2012 to FFY2013. For the first quarter of FFY 2014, IDVR has captured \$126,078.31 in Social Security reimbursement funds. The SRC will be updated on SSA reimbursement funds captured by either the IDVR Administrator or Fiscal manager. It should be noted that past performance does not guarantee future outcomes. All alternative resources are reviewed with the SRC when applicable.

4. **SRC Input:** The State Plan and Finance Committee is chartered to work with the Planning and Evaluation Manager and Fiscal Manager in reviewing reports and data that impact the State Plan and fiscal wellbeing of the agency. It was noted in the previous SRC meetings that the agency will be working to address the quarterly written progress reports to the SRC in comparing the State Agency financial performance against the budget and compliance with Federal Regulations.

IDVR Response: The IDVR Planning and Evaluation manager worked throughout FFY 2013 with the State Plan and Finance Committee chair to review reports, data and regulation when necessary. Furthermore, the Planning and Evaluation manager presented updates to the SRC during their quarterly meetings. IDVR Planning and Evaluation manager worked with the committee chair and the chair of the SRC for the completion and approval of the 2013 combined annual report. The Planning and Evaluation manager has attended three SRC meetings in FFY 2014. During each meeting, a report of progress on projects as well as the agency's performance to was presented. Starting in the third quarter of FFY2013, all SRC members received a report prior to the SRC meeting on the Agency's Standards and Indicators as well as all goals and priorities as outlined in the FFY2013 State Plan. A comparison of data from FFY2012 to FFY2013 was provided specific to the Standards and Indicators. This allowed SRC members to view progress made prior to their quarterly meetings.

During FFY 2013, the IDVR Fiscal manager or the Administrator presented to the SRC on fiscal matters during their quarterly meetings. Included were fiscal reports of all grants along with budgetary progress.

In October 2012, the Administrator reviewed the secondary SFY Zero Based Budget (ZZB) required by the State of Idaho along with identified cost centers. Additionally, an update was provided regarding the status of the IDVR budget moving from FFY2012 to FFY2013 and carryover amounts. An explanation of the Maintenance of Effort (MOE) penalty was provided.

In January 2013, the Administrator provided the fiscal report in the absence of the Fiscal Manager. Included was a report on audit findings from the Single Audit for SFY 2012. The SRC was provided a status of the Social Security reimbursements during this meeting.

During the May 2013 SRC meeting, the IDVR Fiscal manager provided an over review of all grants under IDVR. Clarification was given to the Council on what was allowable as match funds as well as why IDVR has not been able to capture all federal funds. It was emphasized that Social Security reimbursement fund could not be used as match.

There was a request for expenditure to budget as well as identification of funding sources on the budget report. Lastly, the Fiscal Manager provided an update to the Single Audit.

During the July 2013 meeting, the Fiscal Manager provided a detailed handout of the expenditure of the VR grant for period ending June 30, 2013.

B. The responsibilities of the Idaho State Rehabilitation Council (SRC) are outlined in the Rehabilitation Act of 1973 as amended in 1998.

1. The State Plan and Finance Committee, with increased responsibilities of monitoring IDVR financial performance was approved in the July 2012 meeting. The Committee monitors state agency expenditures to budget and support efforts to obtain sufficient revenues to fulfill the mission of IDVR. At the end of each year, the SRC helps the agency review how effectively it performed towards meeting the State Plan goals and its financial performance. The Committee will work closely with the Planning and Evaluation Manager and Fiscal Manager in reviewing reports and data that impact the State Plan and fiscal well-being of the agency. The agency continues working to address the quarterly written progress reports to the SRC in comparing the State Agency financial performance against the budget and compliance with Federal Regulations. The SRC will continue to develop a depth of understanding of the issues and potential solutions.
2. The State Rehabilitation Council (SRC) partnered with the Idaho Division of Vocational Rehabilitation (IDVR) in publishing the FFY2013 annual report and elected to use a calendar format. This was well-received by various stakeholders.
3. The SRC assisted IDVR in preparation of needs assessments, as required by 34 CFR 361.17(h) (3) and is to be completed every three years. The survey process started in December, 2012, with initial proposal completed in March, 2013. Survey questions for customers, staff, partner organizations, and employers were developed in the FFY 2013 third quarter. The survey was emailed to 6114 customers, all IDVR staff and partners, and available employers in the last quarter of FFY 2013, with an interim status report completed. The final survey results were presented at the SRC meeting on November 5, 2013 (FFY 2014.) A final report was completed In January 2014.

Attachment 4.7(b) (3) Request for Waiver of Statewideness

The Division provides services in one (1) or more political subdivisions of the State that increases services or expands the scope of services that are available statewide under this State Plan.

All requests for a Waiver of Statewideness include:

- (1) The Division verifies in the specific Memoranda of Agreement (MOAs) that the contributions of these political subdivisions are certified as non-federal monies attached for services, including funds contributed to a local Agency by a private Agency, organization or individual, and
- (2) The Division ensures that the services are likely to promote the vocational rehabilitation of substantially larger numbers of customers with disabilities or of customers with disabilities with particular types of impairments, and
- (3) The Division ensures that all services administered are in full agreement with the rules and regulations governing General Vocational Rehabilitation Programs as well as State Plan requirements and that the Designated State Unit (DSU) is in full agreement with the provision of those services.
- (4) The Division obtains written assurance that designated state unit approval will be obtained for each proposed service utilizing Agency funds prior to service delivery.
- (5) The Division obtains written assurance that all other State Plan requirements, including a state's order of selection, will apply to all services under the waiver.

The following are services provided by IDVR for which the waiver of statewideness is requested:

Juvenile Corrections: The Division in concert with the Idaho Department of Juvenile Corrections (IDJC) entered into a Memorandum of Agreement (MOA) to provide comprehensive vocational services to juvenile offenders both in the IDJC institution and within the community. The goal of this MOA is to provide IDVR eligible customers/offenders located within the Treasure Valley area the opportunity to prepare for re-entry into the community by providing the full spectrum of IDVR services. IDJC will contribute \$42,173 of certifiable non-federal monies toward the case service costs encumbered.

Adult Corrections: The Division in collaboration with the Idaho Department of Correction (IDOC) entered into Memorandum of Agreements (MOAs) to provide a cooperative effort in the delivery of comprehensive vocational rehabilitation services to felony customers/offenders supervised under IDOC. The goal of the MOAs is to provide IDVR eligible customers/offenders reentering the community and under felony supervision in Region I Coeur d' Alene, Region IV Twin Falls, and the Treasure Valley area the opportunity of the full spectrum of IDVR services. IDOC will contribute \$166,113 of certifiable non-federal monies toward the case service costs encumbered.

Transitioning Student Population: Due to the rural nature of Idaho and the increased travel time associated with serving the School/Work (transition) population, additional resources are necessary in certain areas of the state to ensure the needs are met. In collaboration with Special Education and IDEA, as well as federal initiatives, the Division has developed cooperative agreements with schools or school districts in various areas throughout the state to provide comprehensive vocational rehabilitation services to students with disabilities to prepare these customers for transition to work. A designated VR counselor and staff member are assigned to a consortium affiliated facility to better serve customers in the respective areas.

The school districts will pay an estimated total of \$184,800 in certifiable non-federal monies to IDVR to be used expressly for allowable costs incurred by IDVR in the implementation of the cooperative agreement. The memoranda agreements cover the following areas of the state:

Region I	Coeur d'Alene	- Two Projects
Region II	Lewiston	- One Project
Region III	Treasure Valley Special Programs	- Four Projects
Region IV	Twin Falls	- One Project
Region V	Pocatello	- One Project
Region VI	Idaho Falls	- One Project

It is worth contrasting the services in the regions of the state covered by the cooperative agreements versus those not covered. Any individual school district might participate in the arrangement. IDVR counselors are either located in high schools or travel to those high school participating in the project. This provides an easy access to the transition age students eligible for IDVR services. Counselors carry a full caseload of transition students and are not dedicated to the general population eligible for IDVR services. The counselors keep the students on the caseload until they are closed by a successful rehabilitation or from failure to successfully complete the rehabilitation process. An important aspect of this agreement that is not feasible for a general counselor is the creation of a close working relationship with school personnel, more timely referrals, better support throughout the rehabilitation process, easy access to pertinent school staff, and the expertise that comes with specialization. The arrangement has proved important in developing an excellent working relationship between IDVR staff and school districts across the state.

In school districts not covered by the cooperative agreements, students are referred by school counselors, special education teachers, or by word of mouth to IDVR. In such cases all of the normal and appropriate activities and services are provided by the DSU. In these regions of the state the counselor carries a general caseload with some transition age students. There is no service offered under the cooperative agreements not also made available by the counselors providing services in the areas not covered by the cooperative agreements. One difference however, must be mentioned. The counselors with full time caseloads of transition age youth typically become experts in providing services to this specialized caseload.

Attachment 4.8(a) Cooperative Agreements with Agencies Carrying Out Activities under the Statewide Workforce Investment System

The Workforce Development Council is the sole workforce investment board in the state to oversee a statewide regional planning area. It was established to provide strategic direction and oversight of Idaho's workforce development system. This requires the Council to exercise special responsibility for development and oversight of the state's workforce development infrastructure and program. The Council members represent business, workers, education, state and local government and community based organizations. As a result of this consolidation, there is a single memorandum of understanding (MOU) that includes all Workforce Investment System partners. The purpose of this MOU is to establish the framework for operation of the One Stop system in a manner that maximizes access to services for business, students, and job seeking customers while making efficient use of public sources and enhancing coordination among partners.

Attachment 4.8(b) (1) Cooperative Agreements with Agencies and Entities Not Carrying Out Activities under the Statewide Workforce Investment System

The Idaho Division of Vocational Rehabilitation does not engage in any programs carried out by the Under Secretary for Rural Development of the U.S. Department of Agriculture.

The Idaho Division of Vocational Rehabilitation (IDVR) and the following entities have entered into formal agreements, which outline the specific activities expected of each partner. The agreements outline goals, planning processes, information sharing and confidentiality, technology, continuous improvement and accountability, service delivery support, cost sharing, annual action plans, duration, amendments, and termination/conflict resolution when applicable.

These entities include:

Idaho Educational Services for the Deaf and Blind (IESDB): This agreement establishes guidelines and policies to facilitate the referral of IESDB students to IDVR for appropriate vocational rehabilitation services and to coordinate the provision of services when the student(s) is/are mutual customers of both entities. Furthermore, this agreement will enhance cooperation and collaboration between the two agencies, improve inter-agency communication, and establish staff cross-training opportunities, when available.

Idaho Industrial Commission (ICC): This agreement outlines the relationship between IDVR and the ICC with regard to persons injured on the job who may also have other non-work related injuries. The Industrial Commission will be the lead Agency for injured workers in Idaho and will refer them to IDVR when they are unable to return to previous or similar employment due to the work related injury.

Idaho Department of Health and Welfare Division of Behavioral Health, Adult Mental Health (H&W-Behavioral Health): The IDVR and H&W-Behavioral Health enter into this agreement annually for the express purpose of better serving Idahoans experiencing severe and persistent mental illness. A team approach will be used to ensure that the Idahoans served by this agreement will benefit as to remaining de-institutionalized and successfully integrated into their respective communities from a psychological, psychosocial, and employment perspective. Those customers who have a severe and persistent mental illness deemed not eligible for this program will be referred to the general IDVR program. Those customers who have a severe and persistent mental illness deemed ineligible for this program or IDVR services will be referred to appropriate resources for assistance. A designated VR counselor and staff member are assigned to a consortium affiliated facility to better serve customers. The Department of Health and Welfare will pay IDVR \$232,961 in certifiable non-federal monies for services executed under this interagency agreement. Both parties have agreed to and signed the memorandum.

Idaho continues to develop a system of mental health courts modeled after drug courts for those with Severe and Persistent Mental Illness (SPMI) disabilities. All of the mental health courts are located in geographic areas covered by our interagency agreements. This system in conjunction with our counselor's efforts is proving useful in the rehabilitation process for customers for whom success is most elusive.

Tribal VR (Nez Perce Tribe, Coeur d'Alene Tribe, Shoshone/Bannock Tribe, Shoshone/Paiute Tribe): The intent of these agreements is to develop and implement a cooperative system for providing vocational rehabilitation services to eligible American Indians with disabilities and to promote and enhance to the greatest extent possible vocational rehabilitation services like that of those provided by the State of Idaho. The IDVR has the basic responsibility to provide rehabilitation services to all eligible customers of Idaho. The Nez Perce Tribe, Coeur d'Alene Tribe, Shoshone/Paiute and Shoshone/Bannock Tribe, through a Federal Section 121 grant, will work cooperatively with IDVR.

Idaho Department of Labor /Data Sharing: This agreement provides for disclosure of employment security information by the Idaho Department of Labor to IDVR for the purpose of evaluating customers' acquisition and retention of employment and earnings. The agreement also enables IDVR to meet federal reporting requirements under Section 106 of the Rehabilitation Act as amended by Title IV of the Workforce Investment Act of 1998.

State Use Contracting Programs: The Rehabilitation Act of 1973 created the opportunity for states to give contract preference to businesses that employ individuals with disabilities. Idaho Code Section 67-2319A appointed the "Idaho Council for Purchases from Nonprofit Businesses that Serve People with Disabilities" (commonly referred to as The State Use Council) to facilitate the sale of goods and services from Not for Profit Community Rehabilitation Programs to meet this obligation; IDVR has been appointed as the organization chair with all council members being appointed by the governor. A cooperative agreement is not necessary.

Project Search: Project Search is a high school transition collaborative effort between school districts, the IDVR, Community Rehabilitation Programs (CRP's) and host businesses. It is a national/international training effort to prepare transition students identified as requiring long term supports for the world of work thus helping them move into community employment after high school graduation. Idaho currently has one active project in the Coeur d'Alene area which is a joint effort with VR, Coeur d'Alene school district, TESH, and Kootenai Health. The Project Search program combines two hours of daily classroom training along with four hours of unpaid internship. These internship experiences are done in three different eight week rotations and can include: housekeeping, dietary, laundry, child care, and equipment transportation. Even though the students may not be hired by the host business, they are better prepared for work and better able to access employment after Project Search completion.

U.S. Department of Veterans Affairs (VA) Vocational Rehabilitation and Employment (VR&E) Program and IDVR: This cooperative agreement is entered into by the U.S. Department of Veterans Affairs (VA) Vocational Rehabilitation and Employment Program (VR&E), and the Idaho Division of Vocational Rehabilitation with the purpose of ensuring seamless, coordinated, and effective vocational rehabilitation services to Idaho's veterans with disabilities and dependents with disabilities, improving cooperation and collaboration between the two agencies, avoiding duplication of services, improving inter-agency communication, and to establish staff cross-training opportunities.

Independent Living: IDVR currently contracts Title VII, Part B funds to the State Independent Living Council (SILC) and Disability Action Center-NW (DAC). IDVR has allocated 71% of independent living funding provided through Title VII, Part B funds to the SILC. The remaining 29% is distributed directly to the Disability Action Center (a center for independent living). Part B funds are used to enhance and expand core independent living services.

University of Idaho College of Education Department of Leadership and Counseling: IDVR and the University of Idaho (U of I) entered into an agreement to advance the Continuing System of Professional Development (CSPD) for the vocational rehabilitation community of Idaho, in particular the vocational rehabilitation counseling profession. This agreement sets forth the expectations and terms of the on-going partnership to advance the CSPD of Idaho through the state's land-grant institution and the only University that provides the vocational rehabilitation counselor program. The vocational rehabilitation counselor program is Administered and delivered through the Leadership and Counseling Department of the College of Education.

Partnership Plus: IDVR has established four Partnership Plus agreements with Employment Networks (EN's) throughout the state. The Partnership Plus agreements are to facilitate referrals between the IDVR and the EN under the Social Security Administration's Ticket to Work program. The Agreement defines the responsibilities of each party in working with Social Security beneficiaries (those receiving SSI/SSDI benefits) under the Vocational Rehabilitation Cost Reimbursement (CR) program. This partnership is created for instances where the IDVR has been serving a Ticket Holder under the IDVR CR program and is closing a beneficiary's case with the beneficiary in employment. This agreement establishes the basis for the coordination of vocational rehabilitation services provided by the IDVR with the provision of ongoing support services, benefits counseling, job retention services, and other types of services and supports provided by the EN to assist beneficiaries in maintaining employment and increasing their earnings.

Attachment 4.8(b) (2) Coordination with Education Officials

The Idaho Division of Vocational Rehabilitation is an agency of the State Board of Education and partners with other agencies under the Board through coordination and collaboration.

The IDVR has a number of formal interagency agreements with state educational agencies to facilitate the transition of students with disabilities from school to the receipt of vocational rehabilitation services under the responsibility of the IDVR.

These agreements provide coordination of services, as outlined in CFR 361.22, between IDVR and the State educational agency in Idaho, so that students with disabilities can succeed.

Idaho State Department of Education (SDE) - Secondary Transition: This agreement deals with our mutual definition of secondary transition and the cooperative delivery of services to transitioning students with disabilities. It outlines the provision of services required from local school districts, IDVR and Idaho Commission for the Blind and Visually Impaired (ICBVI), roles and responsibilities of each Agency including financial responsibilities, provisions for determining state lead agencies and qualified personnel responsible for transition services.

The parties enter into these agreements solely to facilitate the transition of students with disabilities from K-12 public education into adult life. This transition to adult life may involve any or all of the following goal oriented activities: post-secondary education, training and job placement, direct placement into appropriate employment (to include supported employment if required), consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities, advocacy, and any other activities that are relevant to the student and within the scope of the IDVR mission and role.

This agreement with SDE and education officials ensures a coordinated, comprehensive system focusing on youth with disabilities as they transition from secondary school to post-school activities, promoting post-secondary education, vocational training, integrated employment (including supported employment), continuing and adult education, adult services, independent living, and community participation emphasizing a team approach to facilitate the transition of students with disabilities from public education into employment. Roles and responsibilities, including financial responsibilities, of each Agency, including provisions for determining state lead agencies and qualified personnel responsible for services are outlined as well. This agreement also includes referrals of students with disabilities (e.g. physical, medical) who are not eligible for special education services, and students who have a 504 Plan (Rehabilitation Act of 1973), to IDVR for determination of eligibility for vocational rehabilitation services.

This agreement outlines the local education Agency responsibility for the purchase of assistive technology equipment that is required for educational purposes. The agreement also outlines IDVR responsibility for the purchase of any assistive technology device or equipment that may be necessary for the student's eventual employment. The agreement also provides a protocol for discounting the cost of equipment purchased by the school for repurchase by IDVR to be utilized in an employment program.

Additionally, IDVR will accept referrals within 2 years prior to the student exiting high school (or earlier if appropriate), determine eligibility and collaboratively, with input from the student's

Individualized Education Program (IEP) Team, develop Individual Plans for Employment (IPEs).

Idaho Interagency Council on Secondary Transition: IDVR continues to be involved in the Idaho Interagency Council on Secondary Transition with the purpose of ensuring that youth with disabilities experience a collaborative, comprehensive system that facilitates a smooth transition from secondary school to adult life. The goal of this group is to provide and promote a common conceptual framework that leads to opportunities for youth with disabilities in community living, recreation, continued education, and employment. Interagency cooperative planning, information sharing, and the collaborative use of resources assist in accomplishing the IDVR's mission at the state and local level. There is no formal agreement for this group.

Colleges and Professional Technical Programs in Idaho under the State Board of Education: The cooperative agreements with colleges and universities outline information regarding consultation and technical assistance, roles, responsibilities, including financial responsibilities of each, and procedures for outreach to and identification of students with disabilities who need services.

Attachment 4.8(b) (3) Cooperative Agreements with Private Nonprofit Vocational Rehabilitation Service Providers

IDVR does not establish cooperative agreements with private nonprofit vocational rehabilitation service providers as we purchase services on a fee-for-service basis.

IDVR has implemented two reimbursement methods with private, nonprofit Community Rehabilitation Programs (CRP). These include contracts for services provided on an incremental basis (payments following the provision of selected services) as well as fee-for-service.

IDVR participates as a guest at CRP associations meetings. IDVR holds CRP meetings approximately every six months to provide updates and ongoing communication with all CRP's who are nonprofit, for profit or are unaffiliated with a CRP association. The main purpose of the Agency participation is to solidify and improve collaborative relationships for the enhancement of service delivery to customers with disabilities.

All new providers of community rehabilitation services for IDVR customers must go through a certification and approval process. The Field Services Chief reviews the qualifications of the vendors providing services to IDVR customers in order to assure the quality of these services, as well as the safety of customers. Vendors are certified through either the Commission on Accreditation of Rehabilitation Facilities (CARF) or Rehabilitation Services Accreditation System (RSAS). The IDVR tracks all CRP accreditation dates to assure CRP credentials and standards are maintained.

IDVR policy assures that applicants and eligible customers exercise choice of service providers. Each region throughout the state provides a comprehensive list of CRP services and expertise available, which enables the customer to make an informed choice in the selection of an appropriate vendor.

IDVR has developed and implemented a monitoring system that evaluates on-going CRP programs and services. This monitoring system provides quality assurance oversight of the CRP vendors. All CRP's will be evaluated every three years.

Attachment 4.8(b) (4) Arrangements and Cooperative Agreements for the Provision of Supported Employment Services and Extended Services

IDVR is committed to the advancement of opportunities for Idaho citizens with disabilities, including those with the most significant disabilities, and encourages employment in the least restrictive and most integrated environments possible. IDVR has established and continues to maintain strong working relationships with pertinent state agencies and other appropriate entities to assist in the provision of supported employment services throughout the state.

IDVR manages the extended employment service program funding which is provided by appropriation from the state legislature on an annual basis. One full time employee is responsible for overseeing program allocations amongst eligible program participants in partnership with participating community rehabilitation programs; these services include both community supported employment as well as sub-minimum wage facility based employment opportunities.

IDVR continues to maximize Federal Supported Employment monies through collaborative efforts with other agencies and organizations. IDVR works to ensure that available resources are identified and utilized to increase the availability of services for all customers requiring long-term community supported employment. Included within these collaborative efforts are Medicaid services provided through waiver programs.

IDVR counselors work closely with the State Extended Employment Services program to ensure that eligible individuals are referred and placed on the waiting list to receive long-term community supported employment funding when appropriate. IDVR counselors also assist customers who desire to move from a facility based environment into competitive and community-based supported employment when appropriate.

Attachment 4.10 Comprehensive System of Personnel Development

1. The following describes the development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs including:

The collection and analysis of data on all personnel includes the following:

- IDVR maintains a system of job descriptions and incumbent staff in all positions.
- An annual needs assessment is conducted to identify and analyze the training and development needs of all IDVR rehabilitation personnel.
- The analysis of current and future staffing needs is ongoing.

(1) (A) Our current ratio of VR counselors to customers served per fiscal year is 1:182

1. (B) IDVR currently employs a total of 145 staff. The breakdown of personnel is as follows:

Job Title	Total Positions	Current Vacancies	Projected Vacancies Over the Next 5 years
Qualified Rehabilitations Professionals Vocational Rehabilitation Specialists Vocational Rehabilitation Counselors	72	4	42
Vocational Rehabilitation Assistants	46	1	27
Field Management Staff	9	0	1
HR	1	0	0
Fiscal	5	0	1
IT	4	0	1
Planning and Evaluation	3	0	1
Administrative Assistants	3	0	2
Extended Employment Services	1	0	0
Administrator	1	1	0

(1) (C) Current positions needed to meet the needs of the Agency are: One Vocational Rehabilitation Counselor.

- The Agency has determined that a ratio of one (1) QRP for every 20,000 people in the state is an ideal staffing ratio. The population of Idaho is approximately 1.6 million people, thus a minimum of eighty (80) QRP over the next five (5) years would be required to meet this ratio. IDVR currently has a total of seventy-two (72) QRP, VRC and VRS, and anticipates needing five (5) additional positions. In addition, two (2) VRA positions would be necessary to support the QRP to meet the demand for IDVR services.

2. The following describes the development and maintenance of a system for collecting and analyzing on an annual basis data on personnel development:

- (1) (A) The University of Idaho (U of I) is the only institution of higher education in Idaho that prepares VR counselors. The program is offered in two Idaho locations and will accommodate twenty-five (25) students. They also offer category “R” education program for individuals who have related Masters Degrees and need up to six additional courses to be eligible to sit for the CRC exam. This will assist IDVR in preparing VRS staff that have a related Masters to achieve their appropriate training and credentials as required by IDVR’s CSPD standard.
- (2) (B) From the current Master in Counseling program at the U of I seven (7) students are expected to graduate in May 2014, one (1) in August 2014, three (3) in December 2014, one (1) in May 2015, and one (1) in August 2015. Approximately twenty-six (26) are planning on starting the Summer of 2014, twenty-one (21) of those full time with an expected graduation date of May 2016, and five (5) part-time with an expected graduation date of May 2018.
- (2) (C) It is expected that students who will be graduating in May of 2014 will sit for the CRC exam in the Spring of 2014.

Plan for Recruitment, Preparation and Retention of Qualified Personnel

IDVR will continue to recruit qualified staff from the U of I and other regional and national institutions of higher education. We maintain periodic contact with Auburn University, Arkansas State University, Hofstra University, Illinois Institute of Technology, Montana State University, New Mexico Highlands University, Portland State University, San Diego State University, South Dakota State University, Springfield College, Texas Tech University, University of Arizona, University of Arkansas, University of Kentucky, University of Medicine and Dentistry of New Jersey, University of North Texas, University of Northern Colorado, University of Texas Pan Am, University of Wisconsin – STOUT, Utah State University, Virginia Commonwealth University and Western Washington University. Management staff also attends the Fall and Spring National Council on Rehabilitation Education (NCRE) conferences.

IDVR and the U of I developed an agreement in FFY 2011, to be renewed annually, that outlines the detail of a mutually beneficial partnership. IDVR contributes to the vocational counselor education program in order to ensure a long lasting quality educational program. The U of I will provide educational opportunities for existing staff and other rehabilitation related organizations and individuals to advance the profession of rehabilitation counseling. Educational opportunities could include not only formal university education but activities such as workshops, research projects, and specialty events, summer training conferences in conjunction with the Idaho Chapter of the National Rehabilitation Association, and internship positions within the University structure.

IDVR will provide feedback to the Clinical Rehabilitation Counselor, department chair, and dean at the U of I on existing and future staffing needs, including individuals with disabilities as well as those with minority backgrounds.

When possible, IDVR supports unpaid internships for Master level students in Rehabilitation or related fields. During FFY 2013 one unpaid and one paid intern were supported. One of the interns was then hired by IDVR into a counseling position. The Agency anticipates continuing this opportunity.

IDVR continues to face challenges in recruiting qualified applicants. The entry-level wage for a QRP is lower than comparable state and private positions. IDVR has begun to address and implement a more competitive wage for QRP's and classified personnel. IDVR will continue to build a compensation package which will be competitive to other states and agencies contingent upon available funding.

All Regional Managers, Central Office Management and other leadership personnel complete recruitment activities. Development of recruitment and marketing plans continue to be a priority that will lead to an accurate assessment of the recruitment efforts of the Division. Furthermore, the Agency sends position announcements to the members of the State Rehabilitation Council (SRC) for them to disseminate to interested applicants.

Professional organizations such as the local chapter and the national chapter of the National Rehabilitation Association assist in promoting Agency recruiting efforts.

IDVR participates in Career Fairs around the state to encourage and seek out individuals from diverse backgrounds including individuals with disabilities and from minority backgrounds.

IDVR conducts exit interviews with staff, when possible, to determine whether there are areas of concern affecting staff retention that need to be addressed.

IDVR is committed to recruiting and hiring qualified personnel who are individuals with disabilities and/or from minority backgrounds. The Agency has a long history of recruiting, hiring and retaining such individuals.

For FFY 2013 the turnover rate for QRP's was 15%, with the overall turnover rate at 18%. The current overall turnover rate as of December 31, 2013 is 20%. The Agency will conduct staff surveys every two years for all employees. Results will be compiled and reviewed to identify specific areas to enhance retention efforts.

Personnel Standards

The following describes the State Agency's policies and procedures for the establishment and maintenance of personnel standards to ensure that designated state unit professional and paraprofessional personnel are adequately trained and prepared:

1. IDVR's standards are consistent with Federal requirements that apply to the profession or discipline in which such personnel are providing vocational rehabilitation services.

- (1) The State of Idaho does not require a state licensure for rehabilitation counseling. Personnel educational standards established by IDVR for qualified rehabilitation professionals (QRP) are intended to satisfy Federal requirements, 34 CFR 361.18(c).

IDVR has established three QRP levels: Vocational Rehabilitation Counselor I, II and III (VRC I, II and III). The educational standards that satisfy the Agency's CSPD policy for the VRC I & II counselor positions are as follows:

1. A current Certified Rehabilitation Counselor (CRC) designation obtained through the Commission on Rehabilitation Counselor Certification (CRCC) **OR**

2. Graduation from a program accredited by the CORE with a Master's Degree in Rehabilitation Counseling **OR**
3. A current Licensed Professional Counselor (LPC) or Licensed Clinical Professional Counselor (LCPC) designation issued by the State of Idaho Bureau of Occupational Licensing (IBOL); Rules of the Idaho Licensing Board of Professional Counselors and Marriage and Family Therapists, IDAPA 24.15.01.

CRC designation is required for the VRC III, Chief of Field Services and all Regional Managers. IDVR's minimum standards for all other agency positions are the State of Idaho's minimum standards for each position.

2. The following describes the steps the State Agency is currently taking and the steps the Agency plans to take to train or hire personnel within the designated state unit to meet standards that are based on the Federal requirements.

- (2) (A) IDVR places great importance on recruiting, hiring and retraining staff that are appropriately and adequately trained to provide services to our customers with disabilities. When IDVR is unable to hire new personnel who meet the established personnel standards, the following has been established as the minimum qualifications required:

Graduation with a Bachelor's or Master's degree in a related field of study, to include but not be limited to, Vocational Rehabilitation, Social Work, Psychology and Counseling (without the Theories and Techniques of Counseling course in the degree) will be considered under special circumstances. Special circumstances, include, but are not limited to the following: The exhaustion of recruitment efforts for qualified personnel, placement difficulty in rural areas of the state and the service needs of special populations.

Possess excellent verbal, written communication and interpersonal skills.

Have experience with interviewing, gathering, assembling, correlating and analyzing facts, devising solutions to problems, writing complex and concise reports, and evaluating policies and procedures.

Have experience with budgeting and monitoring expenditures.

There are currently fifty-nine (59) QRP who meet IDVR's CSPD educational standards, nine (9) who do not meet the standards and four (4) vacant positions.

- (2) (B) IDVR continues to encourage further formal education. Ongoing in-service training through funds from the Basic and Quality In-service training grants is provided to all Agency staff.
- (2) (C) All newly hired VR Counselors (VRC) meet the highest standard at the time of hire. Newly hired VR Specialists (VRS) are expected to meet CSPD requirements within five (5) years of hire date.

The following are the requirements established by IDVR to meet CSPD for staff hired at VRS level and to maintain employment eligibility:

IDVR has established the Vocational Rehabilitation Specialist (VRS) position. The VRS is the exempt classification for staff hired who do not meet the minimum qualification standards for IDVR's QRP (VRC). When IDVR experiences a limited number of recruits for the QRP positions the agency will consider hiring individuals into the VRS classification.

1. The VRS will be required to meet CRCC CSPD standard as outlined in IDVR's State Plan and CFR 34 within five years of the staff's hire date.
2. VRS with assistance from RM and ODS will develop a CSPD Plan within three months of hire date. Each CSPD plan will require the following elements:
 - a.) Educational requirements necessary to complete CSPD (if applicable). Number of courses required and an outline of anticipated timeframe for completion of each course.
 - b.) As the coursework is completed grades must be submitted to the RM and Organizational Development Specialist within two months.
 - c.) Employment Internship requirement as outlined in Category "B" of the CRC Certification guide. CSPD will be evaluated for progress as part of the VRS overall performance requirements as outlined in the VRS job description.
3. Staff at VRS level will be required to update their CSPD plan annually and have it approved by the Regional Manager (RM), and Organizational Development Specialist (ODS) and send a copy to HR for their personnel file.
4. IDVR recognizes that medical conditions and certain medical issues can impact these goals. For further information regarding accommodation requests under the Americans with Disabilities Act Amendments Act (ADAAA), Family Medical Leave Act (FMLA), Worker's Compensation, other rules and regulations as applicable and/or possible medical waiver extensions contact your immediate supervisor and/or IDVR's HR department.

IDVR is not obligated and may/or may not aid or be financially responsible to the employee for any costs involved in acquiring the needed education/certifications.

IDVR will recognize current standards as outlined in the CRC Certification Guide when determining qualifying degrees, programs, coursework and acceptable employment experience. <http://www.crccertification.com>.

Employees will be required to present IDVR with a notice of eligibility to take the CRCC exam in order to meet CSPD requirements. IDVR will reimburse the cost of the CRCC application and testing fee upon verification of achievement of CRC certification.

- (2) (D) Assessment of IDVR's progress in hiring and retraining personnel is monitored by the hiring manager on an ongoing basis through annual performance evaluations and employee development plans.

- (2) (E) Due to the limited pool of recruits for the QRP positions, IDVR will consider hiring individuals who do not possess the above academic standards. These individuals are hired into the Vocational Rehabilitation Specialist (VRS) title. The VRS is the exempt classification for staff hired who do not meet the minimum qualification standards for IDVR's QRP (VRC).

Staff Development

The following describes the State Agency's policies, procedures and activities to ensure that all personnel employed by the designated state unit receive appropriate and adequate training in terms of:

- 1. A system of staff development for professionals and paraprofessionals within the designated state unit, particularly with respect to assessment, vocational counseling, job placement, and rehabilitation technology; and**

IDVR tracks and monitors each employee's individual training and development. Special emphasis is placed on training required to maintain CRC or LPC certification. This includes training on disability topics, vocational counseling, assessment, job placement strategies and assistive technology.

- 2. Procedures for the acquisition and dissemination to designated state unit professionals and paraprofessional's significant knowledge from research and other resources.**

An annual training needs assessment is conducted to determine personnel training needs. Individual employee skill sets, position descriptions and position duties are also assessed to identify areas that require further development. In addition, organizational needs are analyzed to identify areas in need of succession planning, to expand those employee skills essential in the effective servicing of special populations and to meet job demands. Information gathered from employee performance evaluations; supervisory feedback, employee exit interviews and administrative review results also assist the Agency with identifying areas of need.

In November 2013 IDVR held a statewide in-service, bringing all staff together for the first time in three years. General session topics included: national trends in VR as impacted by the reauthorization of WIA, agency update on current projects and plans for the future, and a panel discussion on policies and procedures. Breakout sessions covered fiscal processes, DSM-5 changes, conflict management, Social Security impact of earnings from employment, IT remote access technology, serving customers with criminal history, chronic pain and depression, Idaho Health Insurance Exchange, and group dynamics.

The Division continues to provide facilitator training to IDVR staff statewide, so they can then provide direct training to customers utilizing a curriculum called *WorkStrides*. *WorkStrides* is a Career Development Program that was developed by Washington VR. The workshop is geared towards customers that are preparing for plan development and it is proving to make a difference in time spent on plan development and successful completion of planned services to employment outcomes. The facilitator training held in April 2014 included staff from H&W Mental Health and Department of Corrections as both agencies serve populations that can benefit from these workshops. To date, 427 IDVR customers have completed this workshop.

Motivational Interviewing (MI) training with a focus on case movement from application/eligibility to plan was provided to 21 in May 2014.

Throughout the year, training requests are approved for individual and group training in areas of interest or need. A variety of platforms in used for dissemination, including face-to-face training, conferences, webinars and online. Topics included but were not limited to: Ethics, Idaho Conference on Alcohol and Drug Dependency, Tools for Life, Northwest ADA conference, and Working Effectively with Tribal Government.

Succession planning and leadership development continue to be a focus of the Division. The Idaho Division of Human Resources implemented a Supervisory Academy which includes 10 modules on Performance Management: Development, Coaching and Feedback, Expectations, Motivation, Documentation, Calibrating Ratings, Evaluation, I-Perform (performance evaluation software program), and Progressive Discipline. All 8 Field Services Regional Managers have completed or in the process of completing all 10 modules. In our efforts to provide qualified personnel to move into promotional openings the agency annually supports two (2) staff in the Emerging Leaders series. The Division utilizes eight (8) rotating Assistant Regional Manager positions throughout the state to provide additional management experience to staff.

New VR staff participates in a new employee orientation which is provided by Central Office staff, the immediate supervisor and other designated employees. New VR assistants also participate in an online series designed for paraprofessional staff. The course covers the History of VR, Basic Ethical Considerations, Navigating Sticky Situations, Developing Collaborative Relationships and Cultural Diversity.

Personnel to Address Individual Communication Needs

IDVR employees that are fluent in Spanish are recruited to serve the needs of the Hispanic communities located throughout the state.

The Agency supports one caseload in the Treasure Valley that specifically addresses the needs of the deaf and hard of hearing customers. Sign language interpreting services are also purchased when necessary.

Since Idaho has a separate entity that addresses issues related to low vision and blindness, IDVR does not provide specific training to its staff in Braille.

Coordination of Personnel Development under the Individuals with Disabilities Education Act

The Field Services Chief is assigned as an active member of the Idaho Interagency Council on Secondary Transition and the Special Education Advisory Panel, which promotes interagency cooperative planning, information sharing, and the collaborative use of resources at the state and local level. This Council works to ensure that training needs are adequately identified and then addressed through shared training opportunities.

Attachment 4.11(a) Statewide Assessment

Results of Comprehensive Statewide Assessment of Rehabilitation Needs of Individuals with Disabilities and Need to Establish, Develop or Improve Community Rehabilitation Programs within the state:

In response to the requirements of Section 101 (a)(15)(A) and 625(b)(2) of the *Rehabilitation Act* as amended and 34 CFR 361.29(a), the Idaho Division of Vocational Rehabilitation (IDVR), in partnership with the State Rehabilitation Council (SRC), draws from many sources to assess thoroughly the needs of Idahoans with disabilities. The current Statewide Needs Assessment spans FFY 2015-2018. The Statewide Comprehensive Needs Assessment will continue to be conducted on a triennial basis and will include customer satisfaction surveys, focus groups of people with disabilities, town meetings conducted annually in major metropolitan areas of the state, as well as information gathered from community rehabilitation programs statewide.

1. Comprehensive Statewide Needs Assessment Survey:

Between June and December of 2013, IDVR, in partnership with the SRC conducted research to fulfill the requirements of the Department of Education for a statewide, comprehensive needs assessment. IDVR contracted the study to an independent, outside research organization.

The survey focused on vocational rehabilitation services needs of:

- Individuals with the most significant disabilities, including their need for supported employment services
- Individuals with disabilities who are minorities and individuals with disabilities who have been underserved or underserved by the VR program
- Individuals with disabilities served through other components of the statewide workforce investment system
- Assessment of the need to establish, develop or improve community rehabilitation programs

The study included four populations:

- IDVR customers
- IDVR staff
- Partners with IDVR
- Employers in the State of Idaho.

The survey addressed four core topical areas:

- Level of satisfaction
- Unmet needs
- Employment outcomes
- Areas for improvement

Survey Distribution by Population and Response Rate

- Customers – 6,114 surveys, 5% response rate
- IDVR Staff – 142 surveys, 56% response rate
- Partners – 369 surveys, 16% response rate
- Employers – 32,544 surveys, 2% response rate

Overall customer satisfaction with IDVR processes, services and staff are positive. Customer measures of satisfaction are less strong for job placement and employment outcomes, including report of mismatch of skills and abilities to job goals. Generally customers were expecting an employment agency specialized for people with disabilities. Individual staff have a powerful impact on the customers' perception of success. Level, effectiveness and tone of communication between VR staff and customer was a clear indicator of how customers perceived the entire VR experience.

IDVR staff serving minority customers identified unmet needs as: the language barrier and understanding the cultural norms of minority and refugee population. Discrimination by employers elicited requests for multi-cultural competency training for staff, Spanish-language materials, and additional supports for customers with limited English language proficiency.

Lack of work history, inadequate guidance defining employment goals, level of life experience and family involvement are the barriers identified for the students in transition group. Practical suggestions for overcoming the barriers include finding volunteer, internship or other part-time (paid) work prior to graduation, better assessment and guidance to students, and outreach/communication to parents, students and school counselors.

Unmet needs for the most significantly disabled (MSD) and customers in community supported employment (CSE) centered on the need for additional resources to support the programs (e.g. funding for services). Staff members agreed that the barrier to increasing employment outcomes is adequate funding to reduce wait lists or enhance service provision until the customer gains employment. Staff asked for greater flexibility when serving these two populations.

Eighty-eight percent of the employers that responded to the survey are aware that IDVR helps individuals obtain and keep employment, yet only 6% indicated they have worked with IDVR to hire persons with disabilities.

The employer assessment of unmet needs include persistent gaps in skills, knowledge, and abilities. The job skills required for their industry, prior work experience in their field, basic skills, soft skills and cognitive skills.

IDVR is an active participant in the Statewide Workforce Investment System. Each region of the state has established a regular schedule of participation within each American Job Center. In one particular region the VR counselor is permanently housed within the American Job Center.

IDVR continues to provide training and information to American Job Center partners on disability related issues, thus increasing the willingness and ability of all partners to serve customers with disabilities.

While no specific concerns or problems were identified regarding the relationship between IDVR and the American Job centers, IDVR will continue to build upon the partnership developed to date.

The survey indicates the following as areas for improvement:

- Develop sustainable relations with employers
- Educate employers regarding IDVR services and how IDVR can impact their business
- Provide better outreach into the community
- Improve upfront needs assessments and job matching
- Improve customer relationships
- Improve communication and collaboration internally and externally
- Fund programs
- Staff sustainably
- Reduce bureaucracy
- Provide job placement specialist for faster results

Assessment of the Need to Establish, Develop, or Improve Community Rehabilitation Programs (CRP) within the State:

From the survey responses, very few customers could identify any CRP by name or company. Over 70% of IDVR staff respondents agree that the number and availability of CRPs is adequate to meet the demands of VR customers. Staff identified issues related to quality, availability and coverage in rural areas, an imbalance in the mix of certain types of partner services or specialties, high levels of CRP staff turnover, unacceptable wait-times for customers, the prevalence of low wage jobs found by CRPs and administrative/billing issues.

IDVR has developed and implemented a monitoring system that evaluates on-going CRP programs and services. This monitoring system provides quality assurance oversight of the CRP vendors. All CRP's will be evaluated every three years.

There are thirty-two CRPs in Idaho. CRPs can be aligned with one of two associations, ACCSES IDAHO or Vocational Services of Idaho (VSI). Some Community rehabilitation Programs do not choose to participate in either association.

A CRP is required to be accredited by Commission on Accreditation of Rehabilitation Facilities (CARF) or the Rehabilitation Services Accreditation System (RSAS). IDVR monitors all CRPs to ensure that they are properly accredited before they are accepted as viable vendors. This monitoring is ongoing to ensure that the accreditation remains active.

Idaho is a predominantly rural state. In several of the rural areas there is very limited choice with regard to CRP vendors available. The possibility of a CRP requiring assistance in improving or expanding services delivery will be monitored in order to ensure high quality service delivery and positive outcomes. IDVR continues to facilitate on-going discussions with interested stakeholders to address this particular need.

Attachment 4.11(b) Annual Estimates

Annual Estimate of Individuals to Be Served and Cost of Services: The estimated number of all customers who are eligible for services under this State Plan: 10,538.

IDVR is not in an order of selection.

Category	Estimated		
	Title I or Title VI Funds	Number to be Served	Average Cost of Services
Title I Part B	\$7,000,000	7658	\$914
Title VI Part B	\$240,000	453	\$529
Totals	\$7,240,000	8111	\$892

Attachment 4.11(c) (1) State's Goals and Priorities for FFY 2015

The goals and priorities for the Idaho Division of Vocational Rehabilitation (IDVR) are reviewed annually and revised as necessary based on input from a variety of sources including the State Rehabilitation Council (SRC), Agency staff, State Independent Living Council (SILC), Client Advocacy Program (CAP), Tribal VR representatives, the Statewide Comprehensive Needs Assessment, and the IDVR Management team. IDVR met with the SRC to solicit feedback and the Council co-sponsored three public forums. Approximately 31 individuals attended the public forums to include IDVR staff and SRC members.

The goals and priorities are developed using information from the FFY 2014 Comprehensive Needs Assessment, findings and recommendations from monitoring activities conducted under Section 107, first hand observation and experiences of the rehabilitation managers and Field Services Employee Council, input from organizations mentioned in the previous paragraph, and the expectations defined by federal standards and indicators. These goals and priorities were jointly developed and agreed to by IDVR and the State Rehabilitation Council.

The goals and priorities identified for inclusion in this State Plan will be:

- Measurable
- Attainable
- Meaningful based upon the unique needs and circumstances of Idaho, keeping in mind the rural nature of this state and the limited resources available
- Consistent with IDVR mission and principles
- Disseminated to staff and evaluated annually
- Consistent with federal standards and indicators

The following identifies IDVR's three major goals:

Goal #1 – To provide excellent and quality customer service to individuals with disabilities while they prepare to obtain, maintain, or regain competitive employment and long term supported employment.

Goal #1 reflects IDVR's focus on providing quality services that are timely and meet the need of the customer by improving its service delivery. The priorities that follow respond to the needs assessment finding and stakeholder input related to the desire to improve job supports, job readiness and the increase of best practices capacity building. To achieve this goal, IDVR establishes the following priorities:

Priority #1 – Provide customers with effective job supports including adequate job preparedness and training to increase employment stability and retention.

Strategy –To enhance the level of job preparedness services to all customers.

Benchmark – Increase the number of successful rehabilitations in FFY 2015 to exceed FFY 2014 performance.

Benchmark –The average hourly wage of all successful rehabilitations in FFY 2015 will exceed FFY 2014 year’s average hourly wage.

Benchmark – Identify and provide workforce development opportunities for customers specifically in the area of “soft skills” development.

Priority #2 – Increase employment successes for transition age youth.

Strategy –To work with Idaho school districts, Special Education Directors, and the State Board of Education to identify and assist transition age youth both internal and external to School-Work Transition projects.

Benchmark – The number of transition age youth exiting the IDVR program who achieved an employment outcome in FFY 2015 will exceed FFY 2014 performance.

Benchmark – The number of applications for transition aged youth entering the IDVR program in FFY 2015 will exceed FFY 2014 performance.

Strategy - To provide increased work opportunities while in high school.

Benchmark- Evaluate potential mechanisms to support internships and mentorships for customers transitioning from high school.

Priority #3– To increase customer engagement in the VR process.

Strategy - Increase customer awareness of vocational information and the decision making process through informed choice.

Benchmark - The number of first time approved plans in FFY 2015 will exceed FFY 2014.

Benchmark - The rehabilitation rate of individuals exiting the IDVR program in FFY 2015 will meet or exceed the Federal performance standard of 55.8%.

Priority # 4 – Offer benefit planning to all customers receiving SSI and/or SSDI entering, during and exiting the IDVR process to include Partnership Plus.

Strategy - To provide information and referral material to customers initiating and completing the IDVR program, specifically Partnership Plus and Medicaid for Workers with Disabilities.

Benchmark- Increase Social Security reimbursements to VR in FFY 2015 from FFY 2014 performance.

Benchmark - Increase the number of referrals to the WIPA program for benefits counseling in FFY 2015 from FFY 2014 referrals.

Goal #2 – To Provide Organizational Excellence within the Agency.

Goal #2 reflects IDVR's commitment to establishing systems and methods to better develop, support and promote IDVR staff and improve overall retention as well as improve the efficiency and effectiveness of organizational systems used by staff. To achieve this goal, IDVR establishes the following priorities:

Priority #1 – Increase the focus of customer service within the IDVR delivery system.

Strategy – IDVR staff will provide all customers who have reached planned services, satisfaction surveys when exiting the IDVR program.

Benchmark - Maintain a customer satisfaction rate of at least 95% as demonstrated by “agree” to “strongly agree” ratings on customer surveys in FFY 2015.

Strategy – Provide all customers who have been determined eligible, satisfaction surveys at time of plan implementation or at closure if prior to plan implementation by the end of FFY 2015.

Benchmark – The customer satisfaction rate will demonstrate an overall “strongly agree” rating on customer surveys in FFY 2015.

Priority #2 - To comply with State and Federal regulations.

Strategy- Enhance the quality of a statewide program and evaluation system.

Benchmark - Demonstrate compliance with state and federal regulation through both internal and external audits with zero findings in FFY 2015.

Priority #3 - Utilize training to its maximum capacity for effective staff performance.

Strategy – Provide all IDVR staff training on policy and procedural changes throughout the agency.

Benchmark – Zero audit findings on State and Federal reviews in FFY 2015.

Strategy – Provide all IDVR Vocational Rehabilitation Counselors and Vocational Rehabilitation Specialists training on how to communicate and develop effective relationships with employers.

Benchmark – Increase the number of successful rehabilitations in FFY 2015 to meet or exceed FFY 2014 performance.

Priority #4 – Maintain a comprehensive system of personnel development (CSPD) standard for IDVR counselors.

Strategy – Evaluate and track annually IDVR counselors' maintenance of CSPD or progress toward achieving CSPD.

Benchmark - Vocational Rehabilitation Counselors will maintain all CSPD standards for their position annually. All Vocational Rehabilitation Specialist staff will continue to work toward and/or achieve CSPD in FFY 2015.

Goal #3 – To have strong relationship with our stakeholder and partners engaged in the mission of Vocational Rehabilitation.

Goal #3 reflects IDVR's commitment to increasing its visibility in the community and strengthening its connection to other programs that serve customers with disabilities as well as employers. The following priorities are a response to the needs assessment finding and stakeholder input related to the need for enhancements in collaboration between IDVR and existing partner agencies as well as outreach to potential partner agencies. To achieve this goal, IDVR establishes the following priorities:

Priority #1 – For IDVR to be recognized as the expert in the workforce needs of the business community for individuals with disabilities.

Strategy - To develop a Business Relations position.

Benchmark - Implement a Business Relations position in FFY 2015 that will be a resource to employers statewide.

Strategy- To enhance a business network with employers to include involvement with the Idaho Association of Business and Industry, the Rotary Club, Chamber of Commerce, and human resource organizations.

Benchmark – Increase the number of different occupational areas hiring IDVR customers in FFY 2015 from FFY 2014.

Strategy – To enhance relationships with the Regional Business Specialist from the Department of Labor.

Benchmark – Increase the number of different occupational areas hiring IDVR customers in FFY 2015 from FFY 2014.

Priority #2 - Develop an outcome based payment system of services with Community Rehabilitation Programs (CRP).

Strategy - Evaluate and develop a milestone process.

Benchmark – Development and implementation of an outcome based system by the end of FFY 2015.

Priority #3 – Provide ongoing opportunities to stakeholders and partners for effective input and feedback in the IDVR process.

Strategy - Enhance the number of stakeholders and partners meeting to improve communication and understanding of each programs' system.

Benchmark - Increase the number of applicants entering the IDVR process in FFY 2015 from FFY 2014 performance outcome.

Priority #4 Provide information to partners and stakeholders regarding the VR process and comprehensive referral information when applicable.

Strategy – Enhance the delivery system of VR general information and referral-specific information to partners and stakeholders

Benchmark – Increase the number of applicants entering the IDVR process in FFY 2015 from FFY 2014 performance outcome.

Benchmark – Increase the number of successful rehabilitations in FFY 2015 to meet or exceed FFY 2014 performance.

Attachment 4.11(c) (3) Order of Selection

IDVR is not currently in order of selection.

Attachment 4.11(c) (4) Goals and Plans for Distribution of Title VI, Part B Funds

IDVR received \$297,000 in Title VI, Part B funds in FFY 2013. These funds were distributed in case service allotments to all IDVR regional offices to fund supported employment services under individualized plans for employment (IPE's). IDVR focuses Title VI, Part B funds on direct case service provisions including situational assessment, job placement, and job coaching, as well as supportive services. IDVR would estimate that approximately 554 individuals are expected to receive SE services, using both funds allotted under Title I and Title VI, Part B in FFY 2015. IDVR's Title VI, Part B funds have not cover all necessary expenditures associated with a supported employment strategy for IDVR customers. In addition to the Title VI, Part B funds allotted, in FFY2013, \$59,109 of Title I grant funds were allotted to serve all individuals expected to require SE services. The Agency has and will continue to supplement Title VI, Part B funds when needed with Title I grant fund.

IDVR utilizes the State's Extended Employment Services program as well as the HCBS Medicaid Waiver for long term support.

IDVR's objective for FFY 2015 is to maintain the number of customers with a successful outcome to those achieved in FFY 2014. The objective to maintain the same outcomes in FFY 2014 as compared to FFY 2013 is reflective of the ongoing challenge for available long term funds in the State of Idaho.

Attachment 4.11(d) State Strategies to Achieve Goals and Priorities and Use of Title I Funds for Innovation and Expansion Activities

Innovation and Expansion: In FFY 2012, IDVR implemented a demonstration project of the *WorkStrides* career preparation workshop. *WorkStrides* is a Career Development Program that was developed by Washington VR. This is a five day, four hour per day training that addresses a wide range of employability dimensions. Topics include: Exploration of interests, aptitudes, values, identifying barriers to employment, coping with change, self-esteem, decision making, and vocational goal setting. This workshop is designed to improve and expand the preparation of eligible customers preparing for plan development and employment. IDVR is committed to *WorkStrides*. Throughout FFY 2013, IDVR expanded this project throughout all regions of the state. In 2014, IDVR provided facilitator training to Health and Welfare, Division of Behavioral Health, Adult Mental Health and the Idaho Department of Corrections with the intent to increase the number of *WorkStrides* facilitators and participants statewide. In FFY 2015, the agency anticipates dedicated *WorkStrides* workshops to include other partners who have mutual customer with IDVR. In addition, the agency is working toward implementation of summer *WorkStrides* workshops for transitioning youth.

In the past several years, IDVR has collaborated with the Coeur d'Alene school district, a CRP, and a host business to promote Project Search, a national/international training program. This training program has been an effort to prepare transition students identified as requiring long term supports for the world of work therefore assisting them move into community employment after high school graduation.

In FFY 2015, IDVR will expand their partnership with the Idaho Department of Corrections to provide IDVR eligible customers/offenders reentering the community and under felony supervision in Region I Coeur d'Alene and Region IV Twin Falls. This expansion in IDVR's partnership will provide a cooperative effort in the delivery of comprehensive vocational rehabilitation services to felony customers/offenders supervised under IDOC.

IDVR will provide funding support for the State Rehabilitation Council expenditures including travel, lodging, advertising for town meetings, supplies, meeting room rentals, interpreters when necessary, facilitation services, and costs related to consumer satisfaction/outreach surveys. Funding support for the State Independent Living Council (SILC) is also allocated out of Innovation and Expansion funding. Supplemental funding support for the SILC will be utilized to assist in the cost of salary and benefits for a fiscal technician, the Executive Director, and an Administrative Assistant II positions.

State Strategies to Achieve Goals and Priorities: The following strategies have been identified to support the needs identified in the FFY 2014 Comprehensive Statewide Needs Assessment as described in Attachment 4.11(a) and the Agency goals and priorities in Attachment 4.11(c)(1). These strategies will be implemented in order to achieve Agency goals and priorities, support innovation and expansion activities, and overcome any barriers to accessing the vocational rehabilitation and supported employment programs.

These strategies are subject to change due to the nature of the strategies and the continuous evolution of concerns related to disability issues in the state. The Agency continuously monitors these strategies based on current circumstances, striving to stay in tune with the needs of Idahoans with disabilities.

Attachment 4.11(d) (1) (A): Expansion and Improvement of Services to Individuals with Disabilities and Assistive Technology Services and Devices

Strategy 1: Expansion and Improvement of Services to Individuals with Disabilities.

- IDVR has refined and implemented a review instrument used for internal casework audits to identify current practices and trends that do not meet Agency or Federal standards as well as IDVR business rules.
- IDVR has implemented a new administrative review process on a regional level utilizing updated review tools consistent with the above.
- IDVR has implemented an updated Field Services manual in order to ensure that it complies with state and federal requirements.
- IDVR will continue to collaborate with other state agencies and organizations to address disability related issues as they arise.
- IDVR staff will participate on regional or statewide transportation committees that are developed to expand or create options for public transportation and to represent the interests of Idahoans with disabilities.
- IDVR will actively support customers in their participation in Mental Health and Drug Court in communities where this program has been implemented.
- IDVR will continue to invite community rehabilitation partners to attend relevant trainings sponsored by IDVR.
- IDVR will continue to extend invitations to the Tribal VR representative to attend trainings as appropriate.
- IDVR will work closely with the Inter-Agency Secondary Transition Working Group and other interested organizations to share information and develop cooperative strategies that address the full spectrum of issues faced by transitioning youth.
- IDVR has initiated a cooperative agreement with the Idaho Education Services for the Deaf and Blind that establishes guidelines and policies to facilitate the referral of IESDB students to IDVR for appropriate vocational rehabilitation services and to coordinate the provision of services when the student(s) is/are mutual customers of both entities. This agreement will enhance cooperation and collaboration between the two agencies, improve inter-agency communication, and establish staff cross-training opportunities, when available.
- IDVR transition counselors will work closely with school district special education directors and staff to provide VR orientation regarding the rationale behind the selection of the vocational goal for the IPE.
- IDVR, in conjunction with the SRC, will better educate legislators regarding the activities and accomplishments of the Agency.
- IDVR will increase efforts to educate the public, other state agencies, industries, and partners regarding the return on investment inherent in the VR program.
- IDVR will provide benefit planning information and referral material to customers initiating and completing the IDVR program, specifically WIPA and Partnership Plus.
- IDVR will enhance relationships with the Department of Labor's Regional Business Specialists to address statewide employer needs.

- IDVR will continue to partner with the Idaho Division of Veteran Services and the U.S. Department of Veterans Affairs (VA) in order to better serve veterans with disabilities.
- IDVR will build a working relationship with apprenticeship and labor organizations to facilitate the employment of customers with disabilities.
- IDVR, in conjunction with the SRC, will work with other interested parties and organizations to educate employers and businesses regarding disability issues in order to create greater employment opportunities.
- IDVR will continue to participate in the Idaho Employment First Consortium (IEFC), a cooperative group of agencies and stakeholders working improving employment systems and services for Idahoans with developmental disabilities.
- IDVR will participate in the Consortium for Idahoans with Disabilities (CID), a cooperative group of community agencies, and organizations concerned with issues affecting people with disabilities.
- IDVR has developed and implemented four Partnership Plus agreements with Employment Networks (EN's) located in Idaho. These agreements facilitate referrals between the IDVR and the EN under the Social Security Administration's Ticket to Work. The Agreement defines the responsibilities of each party in working with Social Security beneficiaries (those receiving SSI/SSDI benefits) under the Vocational Rehabilitation Cost Reimbursement (CR) program.

Strategy 2: Assistive Technology Services and Devices

IDVR will continue to focus upon efficient usage of rehabilitation technology enhancements as they become available on the market. This equipment will be utilized to overcome barriers that would otherwise impede the achievement of a desired vocational outcome.

Through the Idaho Assistive Technology Project (IATP), IDVR will access resources to assess and obtain recommendations for customers who are requiring technology devices to achieve a successful employment outcome. IATP provides assistive technology training to IDVR staff to include a review of the most updated services and devices which may enhance a customer's functioning ability. In an effort to supplement face-to-face training, the project has developed an online learning community which houses materials for the IDVR staff to access.

Through the IATP webpage, there are multiple resources to include a link to the Idaho Training Clearinghouse <http://idahotc.com/assistive.technology/training.aspx>. This link allows IDVR staff to access online training in assistive technology. Furthermore, IATP will continue to be available to field questions and provide technical assistance over the phone or by email. IDVR staff will refer customers to the IATP website for additional resources when applicable. Lastly, IDVR will have representation on the IATP advisory board. This individual will disseminate information to each regional AT staff representative.

IDVR will access and utilize rehabilitation technologies to assist in serving the Deaf and Hard of Hearing population. IDVR has two Rehabilitation Counselors for the Deaf (RCD), one to address the Deaf and Hard of Hearing population located within the Boise metropolitan valley and one in the Twin Falls region. The RCD within the Twin Falls region has a current Registry of Interpreters for the Deaf National Interpreting Certification, (RID/NIC) and is in proximity to ISDB to serve the deaf and hard

of hearing transition students. Cellular phones provide several options toward communication access to include, texting and video. Video Remote Interpreting (VRI) will be provided to the customer through the implementation of webcams and microphones. These services will be implemented on an on-going basis and will continue to be upgraded as technologies progress.

Attachment 4.11(d) (1) (B) Outreach To Serve The Most Significantly Disabled Who Are Minorities or Unserved or Underserved

The triennial 2014 Needs Assessment reports that partners acknowledge improvement on IDVR's part in outreach to underserved populations than in previous years. No group was identified as being underserved or not a priority with IDVR. Staff recommendations to improve services to minorities or unserved or underserved include:

- Multicultural competency training for staff
- Outreach partnerships with ethnic/cultural and refugee organizations
- IDVR diversity hiring plan
- Translated printed materials in Spanish and major refugee languages
- Designated multicultural staff

IDVR is committed to providing outreach to serve the most significantly disabled who are minorities or unserved or underserved. The following describes outreach efforts.

Strategy 1: Deaf and Hard of Hearing

The Council for the Deaf and Hard of Hearing (CDHH) is an independent agency that is housed under the IDVR. It is considered a program as defined by the State of Idaho under the Idaho Division of Vocational Rehabilitation and subject to the same Federal rules and regulations. The Council's mission is to make Idaho a place where persons of all ages who are deaf and hard of hearing have an equal opportunity to participate fully as active, productive, and independent citizens. CDHH strives to ensure that individuals who are deaf, hard of hearing, or hearing impaired have a centralized location to obtain resources and information about services available to them. Goals set out by the Council include: To provide the deaf and hard of hearing with increased access to employment opportunities; Increase awareness for the needs for the deaf and hard of hearing through educational programs; Encourage consultation and cooperation among departments, agencies and institutions serving the deaf; provide a network through which all state and federal programs dealing with the deaf and hard of hearing customers can be channeled; and monitor consumer protection issues that involve the deaf and hard of hearing population. The IDVR utilizes the resources available through the CDHH to best serve those who are deaf, hard of hearing, or hearing impaired.

In September 2013, IDVR and IESDB entered into an agreement which establishes guidelines and policies to facilitate the referral of IESDB students to IDVR for appropriate vocational rehabilitation services and to coordinate the provision of services when the student(s) is/are mutual customers of both entities. Furthermore, this agreement will enhance cooperation and collaboration between the two agencies, improve inter-agency communication, and establish staff cross-training opportunities, when available.

Strategy 2: Hispanic/Latino

The primary minority and underserved population in Idaho is the Hispanic population, many of whom enter the state on a seasonal basis to work in agriculture. Census data demonstrates that the Hispanic population continues to grow faster than the general population. IDVR will continue to outreach and serve the Hispanic, migrant and seasonal worker population. This particular demographic population experiences a large number of customers with the most significant disabilities based upon the labor intensive nature of the work and other occupational hazards related to seasonal and migratory farm

work, as well as cultural and education barriers. IDVR will work collaboratively with the Department of Labor, the Idaho Migrant Council, the Idaho Commission of Hispanic Affairs, and the Community Council of Idaho (CCI) to identify methods to better communicate the mission, goals, purpose, and programs of IDVR, and to identify processes to better facilitate referrals into IDVR programs as well as implementation and completion of programs for employment outcomes. All of these areas of need will be taken into consideration in the development of comprehensive rehabilitation plans.

Strategy 3: Black, Asian, American Indian and Alaska Native

Although Idaho historically has experienced a very low percentage of minorities within the state, latest figures from the Idaho Department of Labor indicate that certain minority groups 2010 Census data demonstrates that all minority groups have experienced significant population increases when compared to the 2000 Census:

- American Indian and Alaska native: 21% increase
- Asian: 60% increase
- Black or African American: 80% increase

IDVR has committed to increasing the service and outreach to minority individuals to increase service capacity to the Black, Asian, and American Indian and Alaska Native populations. The Agency will work with various community organizations to help locate these individuals and coordinate efforts in order to effectively accommodate any cultural or disability issues that might create a barrier to successful employment.

Strategy 4: Collaboration with Section 121 Projects

In Idaho, there are currently four Section 121 Vocational Rehabilitation projects serving the American Indians. IDVR will work collaboratively with the Native American Tribes to identify methods to better communicate the mission, goals, purpose and programs of IDVR, and to identify processes to better facilitate referrals into IDVR programs as well as implementation and completion of programs for employment outcomes. Currently, the IDVR Planning and Evaluation Manager represent the IDVR on the VR Tribal Council for the Shoshone-Paiute tribe.

Attachment 4.11(d) (1) (C) Development and Improvement of the State Community Rehabilitation Programs (CRP's)

Strategy 1:

In Idaho, the majority of the CRP programs function as independent vendors structured on a fee for service basis. Two CRPs are participating in an outcome-based payment system. In order to assure the highest quality service outcome to Agency customers, each vendor must be certified by one of two certification entities. The first is the Commission on Accreditation of Rehabilitation Facilities (CARF). The second is the Rehabilitation Services Accreditation System (RSAS). Furthermore, effective July 2012, IDVR implemented an onsite CRP monitoring system to better assess the quality of services provided by all CRP's in Idaho. IDVR counselors provide customers with contact information on all the CRP's in their area for review when selecting a CRP. This allows the customer the ability for informed choice when choosing a vendor.

Strategy 2:

IDVR will engage with its CRP partners to expand and improve the quality of services for Agency customers through continuing in the participation of IDVR/CRP meetings. Regional IDVR management and staff will meet with their local CRP's throughout the year to address unique concerns or issues specific to their regions. In many regions of the state, quarterly CRP meetings are held with IDVR regional managers to assure effective communication and consistency in business practices are being maintained. Throughout the state, CRP's are invited to regional staff meeting to review their program as well as introduce staff when applicable. IDVR's Administrator, Chief of Field Services, Extended Employment Program manager and Planning and Evaluation manager participate in VSI and ACCSES association meetings to further enhance collaboration and improve understanding of the IDVR system. Lastly, IDVR holds meeting at minimum twice a year for all CRP's to attend. Through this strategy, IDVR is able to provide information to all CRP's attending whether affiliated with an association or not. This allows for a consistent messaging of information.

Strategy 3:

IDVR will evaluate and work toward the development of an outcome based payment system of services delivery with Community Rehabilitation Programs in FFY 2015. Through the development and implementation of a milestone payment program for CRPs, it is anticipated that consumers will have greater employment success.

Attachment 4.11(d) (1) (D) Strategies to Improve Performance on the Standards and Indicators

In FFY 2012, IDVR did not meet all standards and performance indicators. Due to improved practices in FFY 2013, The Agency met all performance indicators. The Agency continues to closely monitor monthly performance levels to ensure that the outcomes for FFY 2014 and onward will reflect compliance with all indicators.

IDVR regularly educates management and staff regarding their responsibilities towards meeting performance standards. Progress is monitored regularly by the Field Services Chief. In FFY 2013, the Agency adopted a strategy of data collection and analysis in order to measure program effectiveness and success of Agency programs under federal reporting guidelines. This included hiring a Program Evaluation Analyst to review reporting outcomes, identify trends, and provide recommendations to Administration on service improvements based on reported data. In addition, the analyst works closely with the Agency I.T. Analysts to ensure that data collection techniques are consistent, reliable, valid, replicable, and meaningful. Accurate and timely data collection allows the agency to identify agency strengths and weaknesses in a timely manner and develop strategies to improve service delivery and agency outcomes.

Furthermore, the following strategies will be utilized to improve the performance on the Standards and Indicators:

- Emphasize jobs with higher wages.
- Emphasize greater upfront counseling and guidance.
- Emphasize functional evaluations.
- Provide one to one mentoring and team mentoring to new VR staff to increase effectiveness.

Attachment 4.11(d) (1) (E) Strategies for Assisting Other Components of the Statewide Workforce Investment System in Assisting Individuals with Disabilities

Strategy 1:

IDVR continues to be actively involved as a Workforce Development partner in Idaho. A representative from IDVR attends meetings with other Workforce Development partners to help set the agenda for the Workforce Development Council meetings to ensure relevant topics are included for discussion or vote, to share important information regarding Agency/community resources for mutual customers, and provide information to the Board on selected issues. The Planning and Evaluation manager attends quarterly Workforce development Council meetings to collaborate and obtain information from other participating partners. The partners promote system integration to the maximum extent feasible through the cross training of staff and participation in a continuous improvement process designed to increase outcomes and customer satisfaction. IDVR will strive to maintain this high level of cooperation and participation.

Strategy 2:

IDVR staff continues to have a close working relationship in each of the American Job Centers across the state. Throughout the state, IDVR staff has a regular schedule of attendance at the centers or are accessible to center staff via the telephone or email. The partners share resources where possible in accordance with each Agency's guidelines when working with common customers. IDVR will continue to maintain a close working relationship with the American Job Centers and partner agencies. Furthermore, IDVR staff continues to work with the Department of Labor's Regional Business Specialists throughout the state to enhance the IDVR's recognition in the statewide workforce as a resource to employers statewide.

The IDVR Organizational Development Specialist is a member of the Ada County Employer Association (ACEA) advisory board. As a member of the board, she collaborates with the Idaho Department of Labor and area employers to determine subject matter for the year round ACEA training sessions, with a focus on HR topics.

Strategy 3:

IDVR partners with the Department of Labor WIA Youth case managers to provide employment experiences in the community. Through this strategy, mutual customers can provide experience that may lead to permanent employment.

Strategy 4:

In various locations throughout the state, the IDVR partners during the month of October with IDOL, Idaho Council on Developmental Disabilities, the Idaho School for the Deaf and Blind, the Idaho Commission for the Blind and Visually Impaired, SILC and local school districts to increase employer awareness regarding the hiring of individuals with disabilities. A Disability Mentoring Day has been set aside in some areas throughout the state to place transitioning students with disabilities with an employer so they may job shadow in a career of interest. Through this collaborative project, there is an enhancement of employer awareness and an increase in the students understanding of the workplace.

Strategy 5:

The Idaho Department of Labor (IDOL) was awarded a 3-year Disability Employment Initiative grant by the U.S. Department of Labor that will continue through January 31, 2017. The initiative's Local Disability Resource Coordinators are stationed in the department's Canyon County, Meridian, Boise and Magic Valley offices. The objectives of this project are to: provide collaboration across partner organizations to increase the ability of youth with disabilities to participate in education, training and employment opportunities; improve communication and coordination of services around individual job seekers to better leverage resources available through multiple systems; enhance support for youth making transitions to work or higher education using key educational and career development strategies from the "Youth Guideposts for Success" curriculum; develop greater economic self-sufficiency for Social Security beneficiaries through benefits counseling and the use of work incentives, including the Ticket to Work program; and expand engagement of the business sector as a partner in developing career pathways for youth with disabilities in high-growth industries. IDVR staff will utilize the collaborative resources offered through this grant.

Attachment 4.11(d) (2) (A), (B) and (C) Extent to which these Strategies will be used to address the Goals identified in the Needs Assessment, Support the Innovation and Expansion Activities and overcome Identified Barriers

Assistive technology services and devices: This particular strategy will be utilized to support all three goals identified in attachment 4.11(c) (1). In order to overcome identified barriers relating to equitable access to and participation of customers with disabilities, IDVR has established a collaborative relationship with the Idaho Assistive Technology Project, which assures that the latest rehabilitation technology, is available to customers throughout the state. In addition, by supporting the Reutilization Demonstration Grant, customers with the most significant disabilities will have better access to durable medical equipment that will enable them to actively participate in independent living, supported employment and other vocational activities.

Expansion and improvement of services to individuals with disabilities: IDVR will employ every resource outlined in attachment 4.11(d) (1) (A) strategy #1 to ensure that the areas of focus outlined are achieved in order to successfully complete the three goals identified in attachment 4.11(c) (1).

Outreach to minority and other underserved/unserved populations: The 2014 IDVR Comprehensive Needs Assessment reported that partners agree that that IDVR has improved its outreach services to unserved, underserved and minority populations. Based on the Comprehensive Needs Assessment, staff recommendations to improve services to this customer group were identified. Transitioning youth are a primary concern both on a state and national level. A great number of students leave high school unprepared for college or the modern workplace. Minority and low income students are particularly at risk. This includes customers with disabilities. By partnering with other agencies through the Inter-Agency Secondary Transition Working Group and other interested organizations, the resources and expertise provided to this population are greatly increased. This will address the dropout rate and enable students to become better prepared for employment. All four strategies outlined in 4.11(d)(1)(b) will be employed to ensure the priorities under goal # 1 as outlined in attachment 4.11(c)(1) are met.

Community Rehabilitation Programs (CRP): The three strategies outlined in 4.11(d) (1) (C) will ensure that the quality of the services provided by our CRP vendors across the state remains at a level required to deliver efficient and effective outcomes.

Improvement of the Federal evaluation standards and performance indicators: Through the achievement of the annual projected rehabilitation performance outcome, the Agency will ensure that the statistical numbers associated with each State Plan objective related to the three stated goals are met.

Strategies for assisting other components of the statewide workforce investment system in assisting individuals with disabilities: Adequate funding to meet the demand for vocational services is always an issue with the Agency and will continue to be of concern as costs for services increase. The use of comparable benefits will help to supplant Agency funds that can then be used elsewhere. The 2014 Statewide Needs Assessment again indicated an overall theme regarding the need for additional funds for support services for customers. The collaboration with other agencies and continued focus on WIA partners will assist in the on-going search and acquisition of comparable benefits.

Attachment 4.11(e) (2) Evaluation and Reports of Progress for FFY 2013

1. The following identifies all VR program goals consistent with the goals described in the FFY 2013 Attachment 4.11(c) (1), including an evaluation of the extent to which the VR program goals were achieved.

Actions Taken in Support of IDVR FFY 2013 Goals and Priorities

Goal #1 – To provide excellent and quality customer service to individuals with disabilities while they prepare to obtain, maintain, or regain competitive employment and long term supported employment.

Goal #1 reflects IDVR's focus on providing quality services that are timely and meet the need of the customer by improving its service delivery. The priorities that follow respond to the needs assessment finding and stakeholder input related to the desire to improve job supports, job readiness and the increase of best practices capacity building. To achieve this goal, IDVR establishes the following priorities:

- Provide customers with effective job supports including adequate job preparedness and training to increase employment stability and retention.

Outcome: IDVR implemented the *WorkStrides* program in FFY2012. At end of FFY 2013, there have been 38 *WorkStrides* programs throughout the state for 260 IDVR customers. *WorkStrides* involves participants in learning experiences that will help them discover and understand their own values, personal needs, strengths, interests, and skills; and how these can satisfy their employment needs. The workshop is geared towards customers that are preparing for plan development and it is proving to make a difference in time spent on plan development and successful completion of planned services to employment outcomes.

- Increase employment successes for transition age youth.

Outcome: 553 transition age youth achieved an employment outcome in FFY 2013 in comparison to 580 employment outcomes for the same population group in FFY 2012. Factors that could contribute to the decrease in outcomes include: Both primary sources of long term support, Medicaid Waiver and Extended Employment Services (EES), being harder to obtain; and, a greater emphasis on post-secondary services and training which results in cases being opened for longer periods of time which should lead to an increase of quality outcomes.

- Implement quarterly meetings with all School-Work transition counselors to increase shared best practice capacity building.

Outcome: School-Work Transition counselors and regional managers statewide hold quarterly videoconferences for consistency and sharing best case practices. Through this information sharing, counselors are able to enhance strategies with transition aged youth. Throughout FFY 2013, Regional Managers and counseling staff participated statewide in various networking

events, transition conferences, expos, and workgroups in order to build partnerships, increase outreach efforts, and improve outcomes for transition age youth statewide.

- Enhance the work with Idaho school districts, Special Education Directors, and the State Board of Education to identify and assist transition age youth both internal and external to School-Work Transition projects.

Outcome: The State Department of Education, IDVR and the Idaho Commission for the Blind and Visually Impaired (ICBVI) held collaborative statewide trainings throughout the month of September 2013. Idaho school districts, Special Education Directors, State Board of Education staff, IDVR Regional Managers, IDVR School-Work transition and a representation from the general caseload counselors, and ICBVI participated. Through this collaborative training, the SDE/IDVR/ICBVI partnership agreement was reviewed. This training enhanced the collaborative efforts in transition age youth both internal and external to the School-Work projects.

IDVR staff both internal and external to the School-Work Transition projects work with their local school districts to provide resources regarding IDVR services. Presentations to students and parents are provided statewide. IDVR staff, when invited and contingent on appropriate releases provide presentation to potential IDVR customers in the schools.

The Chief of Field Services was a partner/member with the State Department of Education on transition planning in May 2013 as well as May 2014.

- Expand the number of Project Search programs statewide.

Outcome: A revision to this priority was made in the FFY 2014 State Plan. The revised benchmark reflects that two additional Project Search will be added by the end of September 2015. Due to capacity issues and the exploration of other innovation and expansion concepts specific to transitioning youth, IDVR will not focus on increasing the number of Project Search projects in the coming year.

- Increase the effectiveness of guidance and counseling in order to provide customer informed choice during the rehabilitation process.

Outcome: VR continues to provide a very high standard of service to its customers. Through individualized vocational counseling and guidance, customer informed choice is emphasized during all stages of the vocational rehabilitation process and service delivery. Individualized rehabilitation services and informed choice continue to be a main component of all service provision.

Throughout the fiscal year, data was collected to assess the effectiveness of guidance and counseling in order to provide customer informed choice during the rehabilitation process through returned customer satisfaction surveys. Customer satisfaction for FFY 2012 was 96%. The customer satisfaction rate for 2013 was 95.8%.

Lastly, an enhanced customer satisfaction survey was developed and is in use. The enhanced survey specifically requests feedback on the effectiveness of informed choice and counseling and guidance services throughout all statuses in the VR process. Data collection and tracking procedures allow the Agency to determine the efficacy of service delivery, regardless of customer status at closure or closure outcome.

- Offer benefit planning to all customers receiving SSI and/or SSDI entering, during and exiting the IDVR process to include Partnership Plus.

Outcome: IDVR staff provides referral and information to SSI and/or SSDI recipients throughout the IDVR process. In June 2013, IDVR field staff statewide was trained on the Field Services Policy Manual which became effective July 1, 2013. Benefits' planning was a component of this training. Furthermore, an initial meeting was held in July 2013 to discuss Partnership Plus with current Employment Networks (EN) and those interested in becoming EN's. Partnership Plus agreements were developed with interested partners/EN at the beginning of FFY 2014. IDVR staff training on Partnership Plus was completed in February 2014.

Goal #2 - To Provide Organizational Excellence within the Agency.

Goal #2 reflects IDVR's commitment to establishing systems and methods to better develop, support and promote IDVR staff and improve overall retention as well as improve the efficiency and effectiveness of organizational systems used by staff. To achieve this goal, IDVR establishes the following priorities:

- Increase the focus of customer service within the IDVR delivery system.

Outcome: Through the assessment of customer satisfactions IDVR was able to determine if there was an increase in the focus of customer service within the IDVR delivery system. Customer satisfaction for FFY 2012 was 96%. The customer satisfaction rate for 2013 was 95.8%. Through a revised and enhanced customer satisfaction survey, the Agency has seen an increase in survey returns. Increased responses allow the Agency to collect and evaluate the effectiveness and impact of informed choice and counseling and guidance at all statuses in the VR process.

- Comply with State and Federal regulations.

Outcome: There were six findings based on the single audit completed by the Idaho Legislative Services Office in March of 2013. Five involved fiscal procedures regarding reporting and accuracy of system. The sixth finding involved the documentation of electronic signatures not retained in an accessible format. All findings have been addressed.

- Enhance the quality of a statewide program and evaluation system.

Outcome: In FFY 2013, the Program Evaluation Analyst facilitated a statewide group in order to develop statewide standards of case documentation following Agency and federal reporting requirements. Development included a new Quality Assurance checklist for all closed cases,

and Critical Case Documentation guidelines to ensure consistency in service delivery and documentation. Case reporting requirements are based on federal reporting requirements and Agency policy and business rules. Statewide training and implementation occurred in May 2013.

In addition, a comprehensive regional administrative review process was developed during FFY 2013, with implementation beginning in FFY 2014. The administrative review process focuses on the following areas:

- Partnership and stakeholder relationships
- File reviews
- Customer confidentiality
- HR policies and directives
- Fiscal operations

Through the administrative review process, the Agency is able to complete a comprehensive evaluation of regional practices on all levels and identify both positive practices and areas of that need improvement. Regional Managers work closely with the Chief of Field Services after results are presented to improve any areas that do not meet standards. Through this enhanced process, the Agency is able to maintain consistent and appropriate service delivery under federal regulations and reporting standards.

- Develop a more comprehensive reporting budget structure throughout all IDVR departments.

Outcome: In September 2012, the Fiscal Manager and the Fiscal Specialist met with the IDVR Administrator to start work on an enhanced reporting budget structure. As a result of other project priorities as well as changes in the IDVR Fiscal manager and Administrator, this priority has been delayed. Work toward a more comprehensive reporting budget structure throughout all IDVR departments will be considered with input from the Administrator, Chief of Field Services, Fiscal, Planning and Evaluation and IT managers.

- Utilize Information Technology to its maximum capacity for effective staff performance.

Outcome: Through a statewide survey on staff training needs, a small number of staff (6) indicated interest in additional training on: basic and advanced computer training in Microsoft Office programs, navigation of the Blackberry phone, and additional training on scanning, storing and retrieving information from scanned documents.

A breakout session on remote IT technology was provided during the November 2013 all staff in-service. Furthermore, an assessment of IT needs will be incorporated into the regional administrative reviews to be implemented in January 2014.

- Utilize training to its maximum capacity for effective staff performance.

Outcome: The agency is committed to providing all employees with development opportunities which will enhance employee job performance; support the Agency's mission, values and goals; and lead to successful employment outcomes for individuals with disabilities.

A training needs assessment survey completed annually is instrumental in determining and developing training throughout the year. Individual training requests are also requested through the Agency's learning management system, TrackStar.

Training is provided statewide, regionally, within specific groups, and individually. A variety of entities and platforms are utilized including: in-house development, trainings hosted by other agencies (Department of Labor, Corrections and Health & Welfare), conferences, trainings available through Center Continuing Education in Rehabilitation, (CCER), and the University of Idaho professional development workshops.

In addition to face-to-face trainings, the agency utilizes video conferencing, webinars and online formats.

Attendance was supported at various conferences including the National Rehabilitation Association Idaho summer conference, Community Partnerships of Idaho, Tools for Life, Idaho Conference on Alcohol and Drug Dependency, RSA Fiscal Conference, and the Northwest ADA Conference. Other trainings included New Employee Orientation, Ethics, Motivational Interviewing and *WorkStrides* Facilitator training.

In October and November of 2013 the agency held three regional one-day in-services to provide departmental and agency updates to staff.

Throughout the month of June 2013, IDVR field staff statewide was trained on the Field Services Policy Manual which became effective July 1, 2013. During the fourth quarter of FFY2013, staff was provided written clarification on sections contained within the Field Services Manual. Staff was provided a training guide for the federal changes to the RSA 911 data elements. This training provided a platform for all staff to ask questions, receive clarification, and understand Agency expectations for service delivery to Agency customers and partners. In addition, the training materials continue to be available to staff when questions regarding performance expectations arise from staff.

Succession planning and leadership development continue to be a focus of the Division.

In our efforts to provide qualified personnel to move into promotional openings the agency supported 2 staff in completing the Emerging Leaders series offered through CCER. The Division utilizes 8 rotating Assistant Regional Manager positions throughout the state to provide additional management experience to staff.

- Maintain a comprehensive system of personnel development (CSPD) standard for IDVR counselors.

Outcome: At the end of September 2013, 90% of staff was at CSPD policy. The Agency's preference is to hire staff who meets CSPD through CRC or LPC accreditation. When the Agency does hire staff that does not have this accreditation the expectation is that they will

meet CSPD by completing educational requirements needed for the CRC within five years of hire. A CSPD plan is developed within six months of hire and progress is monitored annually. The Agency works closely with the University of Idaho and Utah State University to promote and support their Masters in Rehabilitation and Category R programs. IDVR maintains contact with universities throughout the country in search of graduates seeking employment and the availability of grants and scholarships that can help staff who do not currently meet CSPD standards. When funds are available the agency provides assistance with the cost of books. In FFY 2013 an IDVR employee in an assistant role completed her Master's in Rehabilitation program through an RSA grant at Auburn University. Upon graduation and successfully passing the CRC exam, she was able to advance into an IDVR counselor position.

Goal #3 - To have strong relationship with our stakeholder and partners engaged in the mission of Vocational Rehabilitation.

Goal #3 reflects IDVR's commitment to increasing its visibility in the community and strengthening its connection to other programs that serve customers with disabilities as well as employers. The following priorities are a response to the needs assessment finding and stakeholder input related to the need for enhancements in collaboration between IDVR and existing partner agencies as well as outreach to potential partner agencies. To achieve this goal, IDVR establishes the following priorities:

- For IDVR to be recognized as the expert in the workforce needs of the business community for individuals with disabilities.

Outcome: In FFY2013, 2,131 different employers hired VR customers, or a 16% increase over last federal fiscal year. IDVR actively works with state and federal agencies in placing individual customers into employment. Furthermore, IDVR participates in job fairs to promote employers awareness of IDVR. During FFY2013, job fairs attended throughout the state included, but were not limited to: DOL job fairs statewide, Hero to Hire Fair, Idaho Job and Career Fair, Boise Business League Job Fair, Sage Trucking Job Fairs, Coeur d'Alene Tribe Casino Job Fair, and various high school job fairs. Staff throughout the state work with businesses on going to highlight the IDVR program and its' value to employers workforce.

- Enhance a business network with employers to promote the hiring of customers with disabilities.

Outcome: In many areas of the state, regions hold memberships with their local Chamber of Commerce. Statewide, regional managers and staff attend Chamber of Commerce activities. Through their participation in Chamber sponsored events, staff is able to keep a current pulse on their local businesses as well as any economic development that may be occurring. In various parts of the state, IDVR staff participates on local Business Advisory Councils. Staff in the Boise metropolitan area has additional opportunities to attend trainings and events sponsored by the Idaho Department of Labor Employer Association. Through various organizations and events, IDVR staff is able to network with employers to discuss employer business needs as well as provide a resource to employers in hiring qualified applicants.

- Develop a Business Liaison/Relations position.

Outcome: As a result other organizational priorities during FFY 2013, IDVR was unable to develop a Business Liaison/Relations position. IDVR continues to value the importance of such a relationship between the Agency and employers to strengthen ties. IDVR and the Department of Labor (DOL) continue to partner in order to enhance relationships with IDVR staff and the DOL Regional Business Specialist. Staff throughout the State works closely with their local DOL offices to build strong collaborative relationships. IDVR is committed to the implementation of a Business Relations position in FFY 2015 that will be a resource to employers statewide. Through these efforts, IDVR continues to demonstrate their commitment to the enhancement of being recognized in the statewide workforce as a resource to employers statewide.

- Develop an outcome based payment system of services with Community Rehabilitation Programs (CRP).

Outcome: This priority was revised in the FFY 2014 State Plan. The revised benchmark is to develop and implement an outcome based system by July 2015. IDVR has begun a preliminary assessment of an outcome based payment system of services with CRP's through gathering current information on other states utilizing a similar system. IDVR will continue to assess the ability to implement such a system through FFY2015.

- Provide ongoing opportunities to stakeholders and partners for effective input and feedback in the IDVR process.

Outcome: Three town hall meetings were held in February 2013 to gather input to the State and Strategic Plan goals and objectives. In addition, IDVR managers and staff are part of local and statewide boards, council or groups with stakeholders and/or partners. Through IDVR participation, stakeholders and partners are able to receive and provide effective input in the IDVR process. Such boards, councils or groups include, but are not limited to: Consortium of Idahoans with Disabilities (CID), the SILC, the DD Council, the State Mental Health Council, Disability Action Center Board, Kootenai Homeless Task Force, various Drug and Mental Health courts, Professional-Technical Education Center Advisory Council, Human Needs Council, Tools for Life Employment Workgroup, Idaho Juvenile Justice Commission, Refugee Networking and Training Workgroup, Idaho State University Vocational Technical Program Board, Brain Injury Association Idaho Board, Community Partners of Idaho Committee, Women and Work Conference Committee, Veterans of Foreign War (VFW), Idaho PepNet2 (Deaf and Hard of Hearing) statewide team, and various local transition teams.

2. Identify all supported employment program goals described in Attachment 4.11(c) (4), including an evaluation of the extent to which the supported employment program goals were achieved.

IDVR uses funds received annually under Section 622 of the Act for the provision of Supported Employment (SE) services for eligible customers with the most significant disabilities who require supported employment to become employed and who have selected SE as the appropriate employment strategy following a comprehensive assessment of rehabilitation career job needs. Customers receiving services under this funding are experiencing multiple issues that may include extended learning

requirements, inappropriate job behavior, difficulties in interaction with the supervisor, coping with changes on the job such as job tasks, coworkers, supervisors as well as transportation issues.

Supported Employment services include situational assessment, job placement and job coaching, placement and follow-along, as well as transportation and other supportive services when justified.

The priorities for the strategy for FFY 2013 as described in Attachment 4.11(c) (4), including an evaluation of the extent to which the supported employment program goals were achieved are as follows:

IDVR's objective for FFY 2013 is to increase the number of customers with a successful outcome by 5%.

Outcome: In FFY 2013, 113 EES and HCBS waiver customers became successfully employed and transitioned to long term support. This is an increase of 30% in the number of successfully employed customers receiving supported employment when compared to FFY 2012.

Attachment 4.11(e) (2) (D) Status of Evaluation Standards and Performance Indicators

The following is the performance of the VR program on the standards and indicator for FY 2012.

Evaluation Standard 1: Employment Outcomes

Performance Indicator 1.1:

The Number of Individuals Achieving Employment Outcomes During the Current Performance Period Compared to the Number from the Previous Performance Period.

FFY 2013: 1827 Rehabilitations - Indicator Passed

Performance Indicator 1.2:

The Percentage of Individuals Receiving Services Under an Individualized Plan for Employment Who Achieve Employment Outcomes.

Federal Minimum: 55.8%

FFY 2013: 60.04% - Indicator Passed

Performance Indicator 1.3:

Competitive Employment Outcomes as a Percentage of all Employment Outcomes.

Federal Minimum: 72.6%

FFY 2013: 99.95% - Indicator Passed

Performance Indicator 1.4:

Competitive Employment Outcomes for Individuals with Significant Disabilities as a Percentage of all Individuals with Competitive Employment Outcomes.

Federal Minimum: 62.4%

FFY 2013: 99.51% - Indicator Passed

Performance Indicator 1.5:

The Ratio of the Average VR Hourly Wage to the Average State Hourly Wage.

Federal Minimum: .52 ratio

FFY 2013: .64 - Indicator Passed

Performance Indicator 1.6:

The Percentage of Individuals Achieving Competitive Employment Outcomes Who Report Their Own Income as the Primary Source of Support at Application Compared to at Closure.

Federal Minimum: At least 53.0

FFY 2013: 71.742- Indicator Passed

Evaluation Standard 2: Equal Access to Services

Performance Indicator 2.1:

Access to Services for Minorities as Measured by the Ratio of the Minority Service Rate to the Non-Minority Service Rate.

Federal Minimum: .80 ratio

FFY 2013: 0.939 - Indicator Passed

Attachment 4.11(e) (2) (E) Utilization of the Funds Reserved for the Innovation and Expansion Activities in FFY 2013

IDVR provided funding support for the State Rehabilitation Council expenditures including travel, lodging, advertising for town meetings, supplies, meeting room rentals, interpreters when necessary, facilitation services, and costs related to consumer satisfaction/outreach surveys.

Cost: \$38,897

Funding support for the State Independent Living Council (SILC) was allocated out of Innovation and Expansion funding. Title 1 funds were used to support SILC to cover the costs of salary and benefits costs of their fiscal specialist.

Cost: \$24,458

Attachment 6.3 Quality, Scope, and Extent of Supported Employment Services

The Idaho Division of Vocational Rehabilitation (IDVR) provides the full scope of Community Supported Employment Services (CSE) to those Vocational Rehabilitation (VR) eligible customers with the most significant disabilities, who require extended services to maintain employment.

Once an appropriate Community Supported Employment position is identified for an individual, IDVR provides supported employment appropriate services to assist in the stabilization of employment for a period of six months and extended by another six months if determined appropriate by the IDVR in collaboration with the customer and other involved parties.

Community Supported Employment Services provided to individuals are coordinated through an Individualized Plan for Employment (IPE) that includes a description of the services needed, the identification of the state, federal, or private programs that will provide the continuing support; and the basis for concluding that continuing support is available.

Community Supported Employment Services include the following:

1. Job development and placement into competitive, community integrated employment. Traditional time-limited services needed to include job coaching and communication with the employers, to support the training in employment.
2. Any other service that would be identified as requisite to the targeted supported employment outcome.

Each customer's IPE describes the timing of the transition into extended services, which is to be provided by the long-term support provider following the termination of time-limited services by IDVR.

All Community Supported Employment Services are provided by qualified Community Rehabilitation Programs (CRPs) who have demonstrated the capacity to provide the service and are accredited by either the Commission on Accreditation of Rehabilitation Facilities (CARF) or Rehabilitation Services Accreditation Systems (RSAS) accredited. Community Supported Employment Services are purchased through Title VI-B and Title 110 funds.

Current Idaho Division of Vocational Rehabilitation (IDVR) policy and the Federal regulations require a third party commitment in writing, to designate the long-term support provider. Since 07/01/2004, the Extended Employment Services (EES) Program under the IDVR is the main provider of long-term support, although those customers who qualify for the DD waiver can use Medicaid funds. A CSE participant may only be transitioned to long-term support based on an assessment of rehabilitation goal achievement and job stability. Periodic monitoring occurs to ensure that each customer receiving Community Supported Employment Services is making satisfactory progress.